

STATE BOARD REPORT

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CHAIR'S REPORT

By: Jerry Griffin - Chairman of the State Board



Jerry Griffin

During the last year the board has dedicated a great deal of time to reviewing and revising the rules of the state board. The board feels that the recommended revisions will more clearly define the processes and procedures relating to licensure and regulation. The board thanks all of the individuals that have attended board meetings and have offered their assistance and recommendations in this lengthy process. The board anticipates the new rules to be effective by August of 2004.

During the last few years the board has continued to review the inspection process in an attempt to contain costs while maintaining compliance with state statutes and board regulations. During FY 2003 inspectors continued to note the failure to display a license at each location as required in Section 333.091 RSMo. to be the foremost violation. The board requires that all licenses and registrations issued by the board, "be displayed at all times in a conspicuous location accessible to the public in the office(s) or place(s) of business for inspection by any duly authorized agent of the board." Any licensee may obtain a duplicate license without an additional fee by contacting the board office with the location at which it is to be displayed. Board inspectors have a list of all licensees who are registered to work at a location. Failure to have a valid license displayed where you work could be grounds for discipline of your embalmer and/or funeral director license, the funeral establishment license, as well as the license of the funeral director in charge of the facility. Your commitment of obtaining and maintaining a license to practice your profession or operate your business is a tribute to your achievement and hard work and the board encourages you to display your license. Compliance with Section 333.081.2 RSMo and 4 CSR 120-2.020, requires a licensee to notify the board within thirty (30) days of each address change of the funeral establishment at which she/he is practicing and to notify the board within thirty (30) days of any termination or creation of an employment relationship within a funeral establishment.

Failure to make records available for inspectors and purchase agreement compliance, as required in Section 333.101, were noted to be the next most noted violations. Section 4 CSR 120-2.070 (9) (22), as well as

Section 333.145 RSMo and 4 CSR 120-2.080, outlines record retention and procedures for purchase agreements.

Problems relating to embalming/prep rooms, as well as embalming logs, were the third most frequent violations. Please reference Section 333.061 and 4 CSR 120-2.090 for compliance requirements.

In most cases, a violation written by the inspector, which prompted a letter from the board, has been corrected by the licensee with no further action necessary on the part of the board. If you experience problems with the man-

Continued on Page 2

IN THIS ISSUE...

Chair's Report	1 - 2
Message from Executive Director	2
New Board Member	2
Jerry Griffin Receives National Recognition	3
Election of Officers	3
New Department Director	3
Message from Division Director.....	3 - 4
Renewal Update	4
Cost Allocation	4
Legislative Update	4 - 6
Display of Licenses	6
Funeral Director in Charge.....	6
News from Department of Health.....	6
Death Certificates.....	7
FY2003 Year End Report.....	7
Preneed	8
Board Examination Fees.....	8
Board Examinations	8
The International Conference.....	8 - 9
Things to Know.....	9 - 10
Farewell	10
Frequently Asked Questions	10
Meet the Staff.....	10-11
Calendar of Events	11
Visit Our Web Page	11
Moving?	12

CHAIR'S REPORT (CONTINUED)

Governor
The Honorable Bob Holden

Department of Economic Development
Kelvin Simmons, Director

Division of Professional Registration
Marilyn Taylor Williams, Director

Members of the State Board
Jerry Griffin, Chairman

William "Bill" Stuart, Vice Chairman

Ken McGhee, Secretary

Donn James, Member

Marcia Shadel, Member

Joy Gerstein, Public Member

Staff

Becky Dunn, Executive Director

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Continued from Page 1

ner in which inspectors represent the board, please contact the board office.

The board continues to be proud of the vast majority of licensees in this state who perform their duties on a day to day basis serving the 59,963 families each year in Missouri who experience a death in their family.

If you have questions or concerns relating to compliance with the board's statutes, rules and regulations, please do not hesitate to contact the board office or make inquiries with your inspector.

A handwritten signature in black ink that reads "Jerry J. Griffin".

Jerry Griffin
Chairman

MESSAGE FROM EXECUTIVE DIRECTOR



Becky Dunn

I would like to take this opportunity to thank those in the profession for lending me your institutional knowledge in my first 12 months with the state board. I also want to thank the board members and board staff that have shared their expertise and insight during my transitional period.

NEW BOARD MEMBER

Joy Gerstein, Washington, was appointed as the public member on November 26, 2002, by Governor Bob Holden to the State Board of Embalmers and Funeral Directors for a term ending on September 1, 2006. She serves as a member of the Republican State Committee, as well as a member of the Executive Committee. She has also served as Chairperson of Franklin County Central Committee and is still a member. Joy is active in various community and state functions.



Joy Gerstein

JERRY GRIFFIN RECEIVES NATIONAL RECOGNITION IN THE INDUSTRY

Jerry Griffin has been re-elected to serve on the Council on Licensure, Enforcement and Regulation (CLEAR) board of directors. CLEAR is an association of individuals, agencies and organizations, which comprise the international community of professional and occupational regulation. The organization is a forum for improving the quality and understanding of regulation in order to enhance public protection. Jerry also serves as the Chairman of the Autonomous Board Administrators Committee for CLEAR.

Jerry has also been reappointed to the International Conference of Funeral Service Examining Boards Examination Committee. The conference is an organization of Funeral Service Licensing and Regulatory Boards and Colleges of Mortuary Arts and Sciences. The International Conference of Funeral Service Examining Boards (ICFSEB) is a resource for examination and information for funeral service regulatory agencies, to support education and to foster communication within the profession. The ICFSEB provides consulting services, seminars, and presentations for its constituent state regulatory boards, at the request of the board, as well as seminars for mortuary colleges. These presentations include use of examinations in licensure, evaluation of current practices, orientations for new board members about the conference, services offered, item writing workshops, etc.

Jerry Griffin was appointed to the Missouri State Board of Embalmers and Funeral Directors in 1990, was re-appointed in 1995 and again in 2000. He has been active in the funeral industry for over twenty years. Prior to graduating from Kansas City Kansas Community College with a degree in Mortuary Science, Jerry graduated from Central Missouri State University with a Bachelor of Science degree in Criminal Justice Administration and served ten years with the Missouri Highway Patrol. He is also a Navy veteran. He is currently manager of the Kansas City metro area for Service Corporation International.

ELECTION OF OFFICERS FOR 2003-2004

At the Missouri Board of Embalmers and Funeral Director's March board meeting, the Board held their annual election of officers. Mr. Jerry Griffin was elected Chairman, Mr. William (Bill) Stuart was elected Vice-Chairman, and Mr. Kenneth McGhee was elected Secretary.

NEW DEPARTMENT DIRECTOR KELVIN SIMMONS

Governor Holden on December 11 named Public Service Commissioner Kelvin Simmons as the new director of the Department of Economic Development. Pending Senate approval, Simmons will take the reins after the first of January, when Joe Driskill's resignation takes effect.



Kelvin Simmons

Commissioner Simmons was appointed to the Public Service Commission by Gov. Mel Carnahan in June 2000, serving as the commission's chairman from July 2001 to November 2003. He was previously a Kansas City Councilman for the Fifth District for nearly four years.

In a statement released by the Governor's office announcing his appointment, Simmons said, "I can think of no other public service job that is as important right now than the director of Economic Development. I appreciate this opportunity to serve and believe that Missouri is poised for real progress. I understand the Governor's challenge for immediate action and I look forward to the task at hand."

MESSAGE FROM DIVISION DIRECTOR



*Marilyn Taylor
Williams*

It is no secret that the State is in a financial crisis. Governor Holden has worked diligently to see that essential state services are funded for children and our most vulnerable citizens. The good news, however, is that the Governor's budget included a pay increase of \$600 for all state workers making \$40,000 or less. This increase was effective July 1.

The Division of Professional Registration is fortunate to be funded through professional licensing fees that are deposited into dedicated funds. The Division, therefore, does not have to rely on general revenue funds for its operation. The Legislature passed a retirement incentive package which affects re-hiring of personnel in any position vacated because of this incentive. According to state statute, an agency can fill only 1 out of 4 vacancies caused by this retirement incentive.

Continued on Page 4

MESSAGE FROM DIVISION DIRECTOR (CONTINUED)

Continued from Page 3

House Bill 600, which was signed into law with an emergency clause making this legislation effective July 1, 2003, affects all licensees within the Division of Professional Registration. Effective July 1, 2003, all persons and business entities applying for or renewing a professional license with the Division of Professional Registration are required to have paid all Missouri income taxes, and also are required to have filed all necessary state income tax returns for the preceding three years. If licensees have failed to pay their taxes or have failed to file their tax returns, their licenses will be subject to immediate revocation within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file. This requirement was enacted in House Bill 600 of the 92nd General Assembly (2003), and was signed into law on July 1st by the Governor. My Administrative Staff and the Division's Management Information System staff are working with the Department of Revenue and the Attorney General's Office to establish the necessary procedures for implementing this bill.

Administrative Staff, along with the Division's Management Information System staff, have been working toward making on-line renewal a reality. We have awarded the credit card contract and are hoping to start pilot boards renewing on-line in the very near future.

Yours truly,

Marilyn Taylor Williams
Division Director

RENEWAL UPDATE

The Board's requirement for annual reporting of preneed providers and sellers was completed as of October 31, 2003. We are currently in the renewal process for Funeral Establishments, which were due by the close of business on **December 31, 2003**. The renewals for Funeral Directors and Embalmers will be due on **May 31, 2004**.

OFFICE OF ADMINISTRATION COST ALLOCATION

House Bill 5, Section 5.030, contains the Office of Administration's cost allocation plan for services provided by the Office of Administration, Department of Revenue, State Auditor's Office, State Treasurer, and Health Care. As of the close of the 2003 legislative session the General Assembly made the decision to utilize another section in House Bill 5, Section 5.360, to assist in balancing the state's budget. This allocation is used to allocate additional charges to funds such as those within the Division of Professional Registration, State Board of Embalmers and Funeral Directors, for services provided by the Governor's Office, Lieutenant Governor's Office, Secretary of State, Attorney General and the General Assembly. Our funds have been exempted for the State Auditor and the Attorney General's charges as we are billed directly for those services. The Chairs of the Senate Appropriations Committee and the House Budget Committee jointly issued an official letter to the state on August 13, 2003 confirming the intent of the General Assembly to expand the state's central service cost allocation plan to include the costs of all elected officials as well as the General Assembly. The allocation costs are either allocated based on expenditures to the fund, receipts into the fund or full time employees. The impact of the cost allocation upon our board's fund for Fiscal Year 2004 will be \$14,070.06.

LEGISLATIVE UPDATE

House Bill 600

Effective July 1, 2003, all persons and business entities renewing a license with the Division of Professional Registration are required to have paid all state income taxes, and also are required to have filed all necessary state income tax returns for the preceding three years. If you have failed to pay your taxes or have failed to file your tax returns your license will be subject to immediate revocation within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file. This requirement was enacted in House Bill 600 of the 92nd General Assembly (2003), and was signed into law by the Governor on July 1, 2003.

As a reminder, in 1997 the legislature enacted sections 454.1000 through 454.1031, RSMo, setting forth a process for suspending professional licenses if a person has failed to pay court-ordered child support. In the 2003 legislative session, the General Assembly transferred the legal enforcement of these provisions directly to the Missouri Attorney General's Office, effective July 1, 2003. You should be aware that the Attorney General

Continued on Page 5

LEGISLATIVE UPDATE (CONTINUED)

Continued from Page 4

is now aggressively pursuing licensed professionals who are delinquent on child support obligations. Any failure to pay such obligations could result in the suspension of your license, following proceedings in circuit court.

Senate Bill 556 (Chapter 198.070.1)

Eldery Abuse: mandates that funeral directors and embalmers along with certain other health care professionals report any observed or suspected abuse or neglect of the elderly or a person above the age of 60. Failure to make such a report to the Division of Health and Senior Services constitutes a Class A misdemeanor.

House Bill 394

Designation of Next-of-Kin - This bill defines "next-of-kin" for purposes of Chapter 193, RSMo (Vital Statistics); Chapter 194 (Death-Disposition of Dead Bodies); Chapter 333 (Embalmers and Funeral Directors); and Chapter 436 (Special Purpose Contracts). A deceased person's next-of-kin may control final disposition of the remains if they assume all costs for disposition. Funeral directors are entitled to rely and act on the lawful instructions of the claimed next-of-kin. A person can designate any person to be his or her next-of-kin by a verified written instrument, including a will or trust. This bill was approved by the Governor on 7/11/03 and became effective 8/28/2003. See new statute below:

Section 194.119

"1. As used in this section, the term "right of sepulcher" means the right to choose and control the burial, cremation, or other final disposition of a dead human body.
2. For purposes of this chapter and chapters 193, 333, and 436, RSMo, and in all cases relating to the custody, control, and disposition of deceased human remains, including the common law right of sepulcher, where not otherwise defined, the term "next-of-kin" means the following persons in the priority listed if such person is eighteen years of age or older, is mentally competent, and is willing to assume responsibility for the costs of disposition:

- (1) The surviving spouse;
- (2) Any surviving child of the deceased. If a surviving child is less than eighteen years of age and has a legal or natural guardian, such child shall not be disqualified on the basis of the child's age and such child's legal or natural guardian, if any, shall be entitled to serve in the place of the child unless such child's legal or natural guardian was subject to an action in dissolution from the deceased. In such event the person or persons who may serve as next-of-kin shall serve in the order provided in subdivisions (3) to (8) of this subsection;
- (3) (a) Any surviving parent of the deceased; or
(b) If the deceased is a minor, a surviving parent who has custody of the minor; or

(c) If the deceased is a minor and the deceased's parents have joint custody, the parent whose residence is the minor child's residence for purposes of mailing and education;

- (4) Any surviving sibling of the deceased;
- (5) Any person designated by the deceased to act as next-of-kin pursuant to a valid designation of right of sepulcher as provided in subsection 8 of this section;
- (6) The next nearest surviving relative of the deceased by consanguinity or affinity;
- (7) Any person or friend who assumes financial responsibility for the disposition of the deceased's remains if no next-of-kin assumes such responsibility;
- (8) The county coroner or medical examiner; provided however that such assumption of responsibility shall not make the coroner, medical examiner, the county, or the state financially responsible for the cost of disposition.
3. The next-of-kin of the deceased shall be entitled to control the final disposition of the remains of any dead human being consistent with all applicable laws, including all applicable health codes.
4. A funeral director or establishment is entitled to rely on and act according to the lawful instructions of any person claiming to be the next-of-kin of the deceased; provided however, in any civil cause of action against a funeral director or establishment licensed pursuant to this chapter for actions taken regarding the funeral arrangements for a deceased person in the director's or establishment's care, the relative fault, if any, of such funeral director or establishment may be reduced if such actions are taken in reliance upon a person's claim to be the deceased person's next-of-kin.
5. Any person who desires to exercise the right of sepulcher and who has knowledge of an individual or individuals with a superior right to control disposition shall notify such individual or individuals prior to making final arrangements.
6. If an individual with a superior claim is personally served with written notice from a person with an inferior claim that such person desires to exercise the right of sepulcher and the individual so served does not object within forty-eight hours of receipt, such individual shall be deemed to have waived such right. An individual with a superior right may also waive such right at any time if such waiver is in writing and dated.
7. If there is more than one person in a class who are equal in priority and the funeral director has no knowledge of any objection by other members of such class, the funeral director or establishment shall be entitled to rely on and act according to the instructions of the first such person in the class to make arrangements; provided that such person assumes responsibility for the costs of disposition and no other person in such class provides written notice of his or her objection.
8. Any person may designate an individual to be his or her closest next-of-kin, regardless of blood or marital relationship, by means of a written instrument that is signed, dated, and verified. Such designation of right of sepulcher shall be witnessed by two persons, and shall contain the names and

Continued on Page 6

LEGISLATIVE UPDATE (CONTINUED)

Continued from Page 5

last known address of each person entitled to be next-of-kin but for the execution of the designation of right of sepulcher and who are higher in priority than the person so designated."

DISPLAY OF LICENSES

The board requires that all licenses issued by the board, "be displayed at all times in a conspicuous location accessible to the public in the office(s) or place(s) of business for inspection by any duly authorized agent of the board." These rules became effective April 30, 2002. Any licensee may obtain a duplicate license without an additional fee by contacting the board office with the location at which it is to be displayed. Board inspectors will have a list of all licensees who are registered to work at a location. Failure to have a valid license displayed where you work could be grounds for discipline of your embalmer and/or funeral director license, the funeral establishment license, as well as the license of the funeral director in charge of the facility.

FUNERAL DIRECTOR IN CHARGE

Pursuant to Section 333.061 RSMo a funeral establishment must be under the general management and supervision of a duly licensed funeral director. According to 4 CSR 120-2.070(5), the application for a funeral establishment license must indicate the name and license number of the funeral director in charge. It further states, "When the funeral director in charge changes for a period of more than thirty (30) days, the new funeral director in charge and the former funeral director in charge, jointly or individually, shall notify the board of the change within thirty (30) days of the date when the change first occurs. Failure to notify the board shall be considered a violation of this rule on the part of each and on the part of the funeral establishment."

Discipline of a funeral establishment for any violation generally involves discipline of the individual listed as the funeral director in charge, along with the establishment.

NEWS FROM THE DEPARTMENT OF HEALTH

TO: All Local Registrars
All Funeral Directors
All Coroners/Medical Examiners

FROM: Ivra Cross, Chief
Bureau of Vital Records

SUBJECT: Revised Missouri Certificate of Death

This notice is to advise you of the new format for Missouri death certificates that are now being distributed. Requests for supplies of death certificates will be completed with the revised form (Rev. 04-02). A small supply of preprinted forms and laser paper will be distributed to local registrars to have on hand in an emergency. Requests for bulk supplies should be faxed to: (573) 526-3846.

Please be aware that there is a security feature on the backside that indicates a blue seal. The embalmer's statement has been added to the front of the certificate and the alcohol related question and coding strip have been eliminated.

The new certificate has also been placed in a secured address site on the Internet at [http://www.dhss.state.mo.us/BirthAndDeathRecords/deat h_certificate.pdf](http://www.dhss.state.mo.us/BirthAndDeathRecords/death_certificate.pdf) (There is an underscore (_) between the word death and certificate that may not be as visible in this printed address site). Funeral directors who have laser-printing capability will be authorized to prepare certificates using the special laser paper also provided by this office. To print from this site the "Acrobat Reader" feature is needed. To maintain uniformity across the state, records received on any paper other than the special paper provided by this office will be rejected.

Currently, the bureau is in the process of adding additional "pdf" forms to the Internet. These forms include applications for certified copies and the Affidavit for Correction of Birth/Death. The address site should be the same as access to the death certificate.

We are also working with software vendors who would like to use the Missouri death certificate in their packages. If you participate with a vendor that has not offered this feature to you, please contact us for information.

If you experience any problems using the site or have questions, please contact the Bureau of Vital Records at (573) 751-6381.

Thank you for your continued cooperation.

DEATH CERTIFICATES

The death certificate is a legal document necessary for our families to proceed with the affairs of their life after the death of a loved one. In too many cases obtaining a death certificate presents a major problem for the funeral director and in turn for the families they serve. Section 193.145.5 of the Department of Health Statutes requires the physician in charge of the patient's care for the illness or condition that resulted in death to sign the medical certification within seventy-two hours after death. Section 193.145.1 RSMo requires a death certificate to be filed within five days after death. Department of Health statutes include many provisions for the filing of death certificates for deaths other than by natural causes and under unusual circumstances that could cause the filing to be delayed.

Funeral directors take the responsibility of obtaining the information and signatures necessary for the filing of a death certificate as a very serious part of their obligation as a licensed professional. Individuals who have allowed their licenses to expire but continue to sign death certificates as, "Funeral service licensees or persons acting as such," have been and will be referred by the board to the Office of the Attorney General for discipline.

FY2003 YEAR END REPORT

As of June 30, 2003, the board had the following active licensees:

1,226 Embalmers
2,652 Funeral Directors
714 Funeral Establishments
663 Preneed Providers
351 Preneed Sellers

The board received 253 applications for licensure, issued 174 new licenses and denied 9 applications during FY2003.

Examinations are currently scheduled to be administered on the third Wednesday of each month at the board office. Oral embalmer examinations may also be given at each board meeting. During FY2003 the board administered:

133 Missouri Law Examinations
61 FD Practical Examinations
1 Section State Board Science Exam
1 Section State Board Arts Exam
17 Sections of the National Board Examination
19 Embalmer Oral Exams

COMPLAINTS

- 58 Complaints received from the public during FY2003
- 4 Board had no jurisdiction
- 5 Allege deception, misrepresentation or dishonesty
- 25 Allege unprofessional conduct
- 15 Involve fee disputes
- 1 Involves unlicensed practice
- 8 Allege a violation of Chapter 436 RSMo

VIOLATION/COMPLAINT HANDLING

- 9 Cases referred to the Division for investigation as required in Chapter 436 RSMo
- 38 Cases investigated and referred to Attorney General for action
- 7 Attorney General issued letter of concern
- 10 Cases investigated and board issued letters of concern
- 54 Cases investigated where board took no further action or had no jurisdiction
- 5 Matters board investigated and resolved
- 62 Cases still pending

DISCIPLINE

- 22 Licenses placed on probation
- 9 Licenses suspended
- 48 Public Letter of Censure

The State Board of Embalmers and Funeral Directors initiated 84 investigations during FY2003 based on inspections, complaints and failure to renew licenses. Based on these investigations, 38 cases were referred to the Office of the Attorney General for the filing of a complaint with the Administrative Hearing Commission.

During the biennial renewal year a number of licensees failed to renew prior to the expiration date of their license. To continue to practice as an embalmer or funeral director or conduct services as a funeral establishment without a valid license has caused a number of firms and individuals to be disciplined. You are encouraged to monitor the expiration of your professional licenses in order to maintain uninterrupted licensure and avoid discipline of your license to practice your profession in this state.

PRENEED

During the 2002-2003 reporting period, registered preneed sellers in Missouri reported a total of 24,106 contracts sold with a total face value of \$93,395,210.08. Of the 58 complaints filed by the public with the State Board of Embalmers and Funeral Directors, fifteen (15) allege violations of Chapter 436 RSMo. The board referred nine (9) matters dealing with Chapter 436 RSMo to the Division for Investigation as required in the statute. The board requested the examination of the books and records of 3 licensees based on the sale of assets during FY2003. During the 2003-2004 reporting period, as of December 31, 2003, registered preneed sellers in Missouri reported a total of 22,575 contracts sold with a total face value of \$90,075,541.38.

BOARD EXAMINATION FEES

The examination fees that are Missouri board specific that are provided to the board by the International Conference of Funeral Service Examination Boards, Inc. will increase effective at the end of the current contract period. The examination fees that will be impacted are the following: Missouri State Board of Embalmer's examination, Missouri Funeral Service Arts' exam, the Missouri Reciprocity Exam, and the Missouri Law examination. Upon completion of the board rule-making process, the exam fees may be paid directly to the conference.

BOARD EXAMINATIONS

The board examinations are currently scheduled to be administered on the third Wednesday of each month at the board office. Oral embalmer examinations are administered on the third Wednesday, or may also be administered at each board meeting upon prior request. Examination dates may change due to scheduling of candidates or due to room availability. Examination confirmation letters are sent out to all candidates. All applications and notifications for examinations must be filed with the board at least thirty (30) days before the next regularly scheduled examination and must be accompanied by the applicable fees. 4 CSR 120-2.010 (4) and 4 CSR 120-2.060 (5). The scheduling of examinations should be confirmed with the board office.

THE INTERNATIONAL CONFERENCE OF FUNERAL SERVICE EXAMINING BOARDS, INC.

From the Executive Director.....Dalene Paull

National Board Examination Conversion to Computer Based Testing

Effective January 1, 2004 the National Board Examination will be administered in a Computer Based Testing (CBT) format. The exam sites will be located in H & R Block offices in select cities in each state. The exact addresses and dates of examination in 2004 will be available shortly. The fees for the National Board Examination will change to the following, effective January 1, 2004:

National Board Exam (Arts & Sciences)	\$350.00
National Board Exam (Arts Only)	\$200.00
National Board Exam (Science Only)	\$200.00
Practice National Board Examination	\$ 60.00

Three new exam forms will be produced in the first five months of 2004 with release dates on January 1st, March 1st, and May 1st. Candidates who sit for the exam in January will be required to wait until March to retest, those who test in March will be required to wait until May to retest unless they haven't taken the January form. The idea being that no candidate will sit for the exact same form twice in a row. Once all three forms are on the network, candidates will be required to wait a period of 4 weeks between each exam as to allow sufficient time for study. The fee for the exam will be \$350 for both sections or \$200 for each section if taken separately. Both sections of the NBE will consist of 150 core items and will also include 20 pretest items. Candidates will see 170 items but will now know which 20 do not actually count toward their final score. This pretest method is used to evaluate potential questions prior to their placement on a subsequent exam form.

One of the biggest things to keep in mind with this conversion is that the Arts and Science sections of the NBE will be considered separate exams. There will no longer be a combined score for the NBE. For instance, in order to pass either section, the candidate will need to achieve a minimum scaled score of 75 and in order to pass the NBE they will need to achieve a minimum scaled score of 75 on both exams. Candidates will have to register for a

THE INTERNATIONAL CONFERENCE OF FUNERAL SERVICE EXAMINING BOARDS, INC. (CONTINUED)

Continued from Page 8

time to sit for the Arts section and Science section separately. With proper scheduling and lead time, candidates can sit for both sections on the same day if they so choose but can also opt for two different days without penalty. Candidates will receive their scores immediately following their exam. These scores will be conditional until properly certified by The Conference at which time the scores will be sent to the school of graduation on record and the state office requested by the candidate. The application process will be much the same as it is now, in that the candidates will apply and send fees to The Conference office. Once the school verifies the eligibility, of each candidate through a list sent to my office, we will forward the list of eligible candidates to Applied Measurement Professionals. The candidates will then need to call AMP at 1-888-519-9901 or visit www.goamp.com to schedule their exam date and location. This system will provide a mechanism that allows only candidates who have been deemed eligible by their school and have paid their fees to register with AMP for an exam appointment.

Although a more comprehensive overview of CBT will be available shortly, hopefully some of the most frequently asked questions have been addressed. Please check our website, www.cfseb.org for more information or call my office at any time with questions or concerns. My staff and I look forward to working with both the schools and state boards to make this transition as seamless as possible.

Dalene Paull
The International Conference of Funeral Service Examining Boards, Inc.
1885 Shelby Lane, Fayetteville, AR 72704
Phone: (479) 442-7076
Fax: (479) 442-7090

THINGS TO KNOW...

WHERE BUSINESS IS CONDUCTED - Section 333.071 RSMo indicates the business or profession of an individual licensed to practice embalming or funeral directing shall be conducted and engaged in a funeral establishment.

4 CSR 120-2.060(20) states the business and practice of funeral directing may be conducted only from a fixed

place or establishment which has been licensed by the board.

REPORTING A CHANGE OF BUSINESS - Section 333.081 RSMo states when renewing a funeral director's or embalmer's license the licensee shall specify the address of the funeral establishment at which he or she is practicing or proposes to practice and shall notify the board of any termination of his or her connection therewith. The licensee shall notify the board of any new employment or connection with a funeral establishment of a permanent nature. If the licensee is not employed at or connected with a funeral establishment he or she shall notify the board of his or her permanent address.

4 CSR 120-2.020 requires each licensed embalmer or funeral director to notify the board within thirty (30) days of each address change of the funeral establishment at which s/he is practicing and shall notify the board within thirty (30) days of any termination or creation of an employment relationship with a funeral establishment. Written notification may be made by mail, facsimile (573)751-1155, or e-mail (embalm@mail.state.mo.us).

FUNERAL ESTABLISHMENT OPERATIONS - Section 333.061 RSMo states that no funeral establishment shall be operated in this state unless the owner or operator thereof has a license issued by the board and that the establishment is under the general management and the supervision of a duly licensed funeral director and all embalming performed therein is performed by or under the direct supervision of a duly licensed embalmer.

4 CSR 120-2.070(5) required the board to be notified when the funeral director in charge changes for a period of more than thirty (30) days. The new funeral director in charge and the former funeral director in charge, jointly or individually, shall notify the board of the change within thirty (30) days of the date when the change first occurs. Failure to notify the board shall be considered a violation of this rule on the part of each and on the part of the funeral establishment. Written notification may be made by mail, facsimile (573)751-1155, or e-mail (embalm@mail.state.mo.us).

DUPLICATE LICENSE - Licensees can be issued a duplicate renewal license by submitting written notification by mail, facsimile (573)751-1155, or e-mail (embalm@mail.state.mo.us).

WALL HANGING CERTIFICATE - Licensees can request a duplicate wall-hanging certificate by submitting a written request, along with the required \$10.00 fee, to the State Board of Embalmers and Funeral Directors, P. O. Box 423, Jefferson City, Missouri 65102.

Continued on Page 10

THINGS TO KNOW... (CONTINUED)

Continued from Page 9

LICENSURE VERIFICATION TO ANOTHER STATE -

Licensee must submit the required verification/certification form from the state in which licensure is being requested, along with the required \$10.00 fee, to the State Board of Embalmers and Funeral Directors, P. O. Box 423, Jefferson City, Missouri 65102.

RENEWALS - Licenses for embalmers and funeral directors are due to expire May 31, 2004. Funeral establishment licenses are currently in the renewal process and expired on December 31, 2003. All preneed sellers and preneed providers were required to file annual reports by October 31. Renewals are mailed to all current licensees to the most current address on file with the State Board of Embalmers and Funeral Directors approximately 90 days prior to the expiration date of the license. You are encouraged to return these notices and fees as soon as possible for processing in order to ensure that you have a current license on display at all times.

- Renewal notices are mailed as a courtesy to all licensees.
- The renewal notice is mailed to your address of record on file at the board office. If you move, it is your responsibility to notify the board office of your new address promptly so that we can update your record.
- The board cannot be responsible for misplaced or mishandled mail.
- Failure of the licensee to receive the renewal notice shall not relieve the licensee of the duty to pay the renewal fee and renew his or her license.

FAREWELL



Pat Handly

As of January 31, 2003, Patricia A. Handly retired from the board. The board was fortunate to have Pat as their Executive Director from March of 1995 through January of 2003.

We wish Pat the very best.

FREQUENTLY ASKED QUESTIONS

Q. When should I send my affidavit in for my apprenticeship?

A. Affidavits should be copied and the original sent to the board office at the end of the one (1) year apprenticeship.

Q. If the funeral home uses a third party seller do we have to post the license?

A. It is not necessary to post the third party seller license, if you would like to post the license you may request a duplicate from the board office at no charge.

Q. If there is a main location and a satellite location do we have to post the seller registration at the satellite location?

A. It is not necessary to post the registration at the satellite location as long as it is displayed at the main facility.

MEET THE STAFF



Becky Dunn joined the board as the executive director in December of 2002. Becky oversees the daily operations of the board office, as well as licensure, policy and regulation. She represents the Board in regard to policy-related matters, budgetary matters and legislation before the division, department and legislature. Prior to joining the board, Becky served as the operations coordinator for the Division of Professional Registration since 1997. Becky also has 20 years of state government experience with the Department of Economic Development, formerly the Department of Consumer Affairs Regulation and Licensing.

Lori Hayes has been employed with the board for two years as the funeral establishment inspector/investigator. Lori is both a licensed embalmer and funeral director. Her duties include inspection of funeral homes in the central area of the state as well as in charge of licensure and renewal for all funeral establishments. Preneed seller and provider registrations, annual reports and cease doing business processing are also her responsibility. She serves as the board's liaison with the Division's Central Investigative Unit for coordination of the inspections and investigations of all funeral establishments in the state.



MEET THE STAFF (CONTINUED)

Continued from Page 10



Pam Schnieders has been with the board for over eight years. Pam serves as the assistant to the executive director. She trains staff responsible for licensure and registration. She has the responsibility of preparing the agenda for the board meetings, as well as attendance at the quarterly meetings. Pam prepares the minutes for all meetings, as well as public notices. Pam tracks all complaints and discipline for the board. She assists in the preparation of the annual newsletter, as well as revisions and preparing of the board lawbook. She is also responsible for responding to licensee inquiries and information requests. Pam has brought to the board over 15 years of previous experience with various boards and professions throughout the Division of Professional Registration.

Tabatha Lenzini joined the board in November of 2002 as a Licensing Technician. In this capacity, Tabatha responds to licensure inquiries, processes applications, fees, apprenticeships, and licensure for embalmers and funeral directors. Tabatha serves as the proctor for the funeral director and embalmer monthly examinations. Prior to her employment with the board, Tabatha served as Travel Desk Coordinator for the division for over 4 years. Tabatha brought to the board over 8 years of prior experience in state government.



CALENDAR OF EVENTS

January 20, 2004	Board Meeting, Jefferson City
January 21, 2004	Examinations
February 18, 2004	Examinations
March 3-4, 2004	Board Meeting, St. Louis
March 17, 2004	Examinations
April 21, 2004	Examinations
May 19, 2004	Examinations
June 16, 2004	Examinations

Examination dates may change, please confirm with board office.

VISIT OUR WEB PAGE

Go to http://pr.mo.gov/boards_embalmers.asp to view the State Board of Embalmers and Funeral Directors's web page. You will find information relating to the following:

About the Board	Staff
Board Membership	Newsletter
Statistics	License Application
Complaint Form	Board Meetings
Renewal Dates	Fees
Examination Dates	Rules
Statutes	Board Meeting Minutes
Online Address Change Form	Open Agenda

Please send your comments/suggestions regarding the newsletter to the State Board of Embalmers and Funeral Directors, P. O. Box 423, Jefferson City, MO 65102 or you can e-mail to embalm@mail.state.mo.us. Your comments/suggestions are welcomed and encouraged.

Missouri State Board of
Embalmers and Funeral Directors
PO Box 423
Jefferson City MO 65102
Telephone: 573/751-0813

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**MOVING? PLEASE NOTIFY THE BOARD OFFICE OF
YOUR NEW ADDRESS.**

Name: _____

Profession: _____

License Number: _____

Old Address: _____

New Address: _____

(P.O. Box must be accompanied
by your physical address) _____

Signature: _____

Date: _____

Mail to:

Missouri State Board of Embalmers and Funeral Directors
P.O. Box 423
Jefferson City, MO 65102